

Product Enhancements

General

New Notification Options!

- There is now a new option in the Admin section titled Notifications that allows you to configure notification preferences by user types and key contacts
 - Users will be able to select from the following types of recipients:
 - **Assignees** who need to know when work is created and when comments or changes are made so they can quickly and successfully complete the work
 - **Tenants** who want to know that work is getting done but do not want to be overwhelmed by too many emails
 - **Followers:**
 - Users can now configure whether they automatically “follow” work orders they create for someone else
 - Users can also opt in to “follow” any individual work order from the work order detail page
 - **Key contacts**
 - Admins can create customized key contacts and can name a person in each building as that key contact. For example, Fire Warden, Security, Facility Manager
 - Choose from predefined notification profiles to determine which items generate an email notification
 - Users can also include which work order issue types will generate a notification
- Users can apply notification profiles to their entire portfolio or override them at the building level
- Users can now opt out of getting notifications for work orders that they created themselves

Work Orders

- *More Detailed Notifications!* Work Order notifications now include additional fields such as property address, issue type, priority, description of issue, and the requestor’s name and phone number

Preventive Maintenance

- *New Export!* Users can now export Preventive Maintenance Schedules into an Excel file.

Mobile

- *Added Functionality and Performance Improvements!* The following features and improvements have been added to the Prism mobile application on Android and/or iOS devices:
 - iOS – Work Orders can now be created when offline
 - iOS – A comment is now required when an item is placed On-Hold
 - iOS – Display Issues fixed on the Login Screen
 - iOS – Notes on Inspections can be Added, Updated, and Deleted
 - IOS – A count of Work Orders and attachments now display on an inspection
 - IOS - While Offline, Unassigned Work Orders can now be taken by the current user
 - iOS - Labor hours can now be added to a Work Order while offline
 - iOS – Materials can now be added to a Work Order while offline
 - Android – The correct assignees are now displaying in the reassign list
 - Android - Issue Types are now displaying correctly
 - Android – Several Performance improvements were added and building information should be visible much faster
 - Android - Finnish language support has been added
 - Android – Significant performance improvement when creating a Work Order
 - iOS - Visual improvements to the Work Order screen
 - IOS - PM Tasks can now successfully be assigned to Teams and Orgs
 - iOS - Significant performance improvement when creating a Work Order
 - IOS - Photos can now successfully be added to a Work Order while offline

Inspections

- *New Improvement!* Photos attached Inspections will now display on the PDF of the Inspection



Release Notes

September 4, 2020

Insurance (powered by MyCOI)

- *New Division Support!* Support of MyCOI's Blanket Division and Multi-Division functionality within Prism. This enables users to opt a vendor in/out of contracts pertaining to single building or multiple buildings with a singular contract (or set of contracts) depending on the configuration within MyCOI.